

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079

W-02450A-09-0081  
W-01212A-09-0082

W-20446A-09-0080

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



0000100742

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80276

Date: 7/9/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Craig Last: Dempsey

Account Name: Craig Dempsey

Street: [REDACTED]

City: Maricopa

State: AZ

Zip: [REDACTED]

Home: [REDACTED]

Work: [REDACTED]

CBR: [REDACTED]

is: [REDACTED]

Arizona Corporation Commission

DOCKETED

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket # SW-20445A-09-0077)

From: Craig Dempsey [mailto:[REDACTED]]  
Sent: Wednesday, July 08, 2009 10:38 AM  
To: Utilities Div - Mailbox  
Subject: docket # SW-20445A-09-0077

I personally do not see that the water company needs a rate increase. In the city of Mesa my family's water bill was never more than \$30.00 per month. Since moving to Maricopa, My water bill has not been less than \$70.00 per month. Our normal usage habits have not changed. My family and I still take showers, do laundry and do the dishes the same way I did when living in Mesa. The only difference is the location where these activities are completed.

\*End of Complaint\*

Utilities' Response:

na

\*End of Response\*

Investigator's Comments and Disposition:

Dear Mr. Craig S. Dempsey:

Your email dated July 8, 2009 regarding the Global Water-Santa Cruz/Palo Verde Utilities Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Global Water-Santa Cruz/Palo Verde Utilities Company rate case.

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

009 JUL 17 A 9:09

RECEIVED

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at 520-628-6555.

Thank you,

Richard Martinez

Public Utilities Consumer Analyst II

Arizona Corporation Commission

Utilities Division

(520) 628-6555

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I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Global Water-Palo Verde Utilities Company Docket No. SW-20445A-09-0077. FILE CLOSED.

\*End of Comments\*

**Date Completed: 7/16/2009**

**Opinion No. 2009 - 80276**

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SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079

W-20446A-09-0080  
W-20450A-09-0081  
W-01212A-09-0082

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      **80412**

**Date:** 7/15/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Eric**

**N/A**

**Account Name:**      Eric N/A

**Home:** (000) 000-0000

**Street:**      N/A

**Work:**

**City:**      N/A

**CBR:** mailto:

**State:**      AZ      **Zip:** N/A

**is:** E-Mail

**Utility Company:**      **Global Water-Santa Cruz Water Company**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

7/15/2009

Filed in docket numbers:

DOCKET NO. SW-20445A-09-0077/ W-02451A-09-0078/ W-01732A-09-0079/W-20446A-09-0080/W-02450A-09-0081/ W-01212A-09-0082

From: Eric [mailto: ]

Sent: Wednesday, July 15, 2009 3:17 PM

To: Utilities Div - Mailbox

Subject: docket #'s sw-20445a-09-0077 w02451a-09-0078 w-01732a-09-0079 w20446a-09-0080 w02450a-09-0081 w01212a-09--0082

DO NOT ALLOW GLOBAL WATER TO INCREASE RATES\*\*  
WE ARE PAYING TOO MUCH TO BEGIN WITH OUT HERE

WHAT ARE YOU DOING WITH THIS ELECTRIC COMPANY OUT HERE THAT IS 150.00 MORE PER MONTH THAN ANYWHERE ELSE IN THE VALLEY AND DOES NOT CARE TO GIVE AN EXPLANATION TO IT'S CUSTOMERS.

WHAT DO YOU DO???

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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July 15, 2009

mailto:eric@memorylanerecords.com

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY  
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY- GREATER BUCKEYE DIVISION  
DOCKET NO. W-0245A-09-0078

RE: WILLOW VALLEY WATER COMPANY  
DOCKET NO. W-01732a-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY  
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH  
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION  
DOCKET NO. W-01212A-09-0082

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7/16/2009 E-MAILED TO CONSUMER:

Dear Eric:

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water-Santa Cruz Water Company ("Santa Cruz") will be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800)535-0148.

Sincerely,

Jenny Gomez  
Public Utility Consumer Analyst  
Utility Division

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7/16/2009 DOCKETED BY TRISH MEETER  
\*End of Comments\*

**Date Completed: 7/16/2009**